

Jayakumar Sundaramoorthy

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Summary

Enthusiastic and adaptable recent graduate with a strong foundation in cloud computing and technical support seeking to leverage academic achievements and hands-on experience to contribute effectively as a Cloud and Technical Support Engineer. Possessing a solid understanding of cloud technologies, coupled with excellent problem-solving skills and a passion for continuous learning, I am eager to apply my skills and contribute to the success of a dynamic team in the IT industry.

Programming Skills

IAC: Ansible, Terraform, CloudFormation, Cross plane.

Scripting Language: Python, Bash.

Release Management: Git, GitHub,

Containerization: Docker, Kubernetes, Helm

CI/CD: GitHub Actions, Argo CD.

Cloud: AWS, Azure, Google Cloud.

Monitoring: Prometheus, Data Dog, New Relic.

General: Linux, Git, DBMS, OS, Networking, Active Directory.

Certifications

- [AWS Certified Solutions Architect Associate:](#)
- [CKA: Certified Kubernetes Administrator](#)
- [HashiCorp Certified: Terraform Associate](#)
- [Azure Fundamentals-AZ-900](#)
- [GitOps Fundamentals - ArgoCD](#)

Experience

Zoho Corporation

Technical Support Engineer

Chennai, India May 2024 – July 2024

- Provide expert-level support for Active Directory, including user management, group policies, and authentication issues.
- Manage and troubleshoot Exchange Server environments, addressing mail flow problems, mailbox issues, and server performance.
- Offer specialized support for Azure Cloud services, including VM deployment, resource management, and connectivity issues.
- Diagnose and resolve hardware, software, and network issues across various platforms and devices.
- Maintain and administer Windows Server environments, ensuring optimal performance and security. Assist end-users with technical issues, providing clear and effective solutions and guidance.
- Skills: Active Directory · Exchange Server (On-Prem) · Exchange Server Online · Windows Server · Azure Cloud.
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Data Analyst

October 2022 - April 2024

- As a Data Analyst at NielsenIQ, I played a pivotal role in ensuring the accuracy and integrity of market research data used by global clients. I worked with millions of records sourced from major retail giants like Walmart, Costco, Lidl, and Aldi, validating data for accuracy and ensuring it met stringent quality standards. Utilizing Python and SQL in Jupyter Notebooks.
- In addition to my daily data validation tasks, I led a team of 6 members in managing Omni Sales reports, integrating offline and online data. I was responsible for migrating 1TB+ of data from Presto on-premises servers to Azure Cloud, improving data processing speeds and scalability. This migration was completed within a 3-months period and involved rigorous performance testing and load balancing to ensure 99.9% uptime and optimal performance.
- I collaborated closely with stakeholders across multiple departments, providing updates on data progress, resolving issues, and ensuring SLA compliance for data delivery and report accuracy. My efforts in automating data validation workflows using Python and SQL resulted in a 30% reduction in manual effort and a 20% faster report delivery time.

Education

Master of Science in DevOps
Atlantic Technological UniversitySept. 24 - Sept. 25
Letterkenny, Ireland

Modules: Cloud Computing, IaC – Infrastructure as Code, Disruptive DevOps, Project Management, Research Paper, Software Engineering

Overview: Currently pursuing a Master's in DevOps, focusing on advanced methodologies for continuous integration and delivery (CI/CD), cloud infrastructure management, automation, and agile practices. My coursework includes exploring tools like Jenkins, Docker, Kubernetes, and cloud platforms such as AWS and Azure to drive operational efficiency and streamline deployment workflows.

Bachelor of Science (Information Technology) -
Guru Nanak CollegeJune. 2019 - July. 2022
Chennai, India

Modules: Computer Networks, Computer Architecture, Operating Systems, Database Management System, Cloud Computing, Python, Linux.

Overview: I continued my involvement in student affairs by assuming the role of a student coordinator, where I actively contributed to academic and extracurricular activities. Concurrently, I served as a proud member of G-IT Hub, a club dedicated to nurturing innovative ideas and conducting workshops to facilitate students' practical learning experiences

Projects

Cloud Infrastructure Automation using Crossplane & Helm

- Provisioned and managed AWS resources in an **EKS cluster** using **Cross plane**.
- Automated infrastructure deployment using **Helm charts**, ensuring modular and reusable configurations.
- Integrated GitOps principles for seamless **continuous deployment** and infrastructure updates.
- Optimized Kubernetes workload management to enhance **scalability and reliability**.

VPC Infrastructure Automation using Terraform

- Designed and deployed a **VPC** with **public and private subnets**, ensuring secure network segmentation.
- Configured **Internet Gateway (IGW)** for public access and **NAT Gateway** for secure private instance communication.
- Deployed **EC2 instances**: a **public instance**, a **private instance**, and a **bastion host** to enable secure SSH access.
- Implemented **Terraform modules** for reusable infrastructure and managed state using **Terraform Cloud/Backend**.

EXTRA CURRICULAR ACTIVITIES & ACHIEVEMENTS

- **Technical Blogging & Personal Website**

- Created and hosted a personal website blog.cloudyjay.com to showcase cloud and DevOps projects.
- Regularly publish blogs on **cloud computing, DevOps practices, and infrastructure automation.**

- **Awards:**

- 2023/03 NOC Star of the Month (March – 2023)
- 2023/12 NOC Star of the Month (December – 2023)
- 2024/12 Most Valuable Team Award Received for Excellent performance in overall NIQ Organization for Q3